Louisiana

Commercial
Communications Group (CCG)

Standard
Operating Procedures (SOP)

December 2022

**Commercial Communications Group Standard Operating Procedures
Signature Page**

Approved by:

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Record of Change

Change No.	Description	Change Date	Approved By

This Commercial Communications Group (CCG) Standard Operating Procedures (SOP) is subject to information updates and changes. Use this Record of Change to document and manage SOP modifications throughout the life of this document. All attempts have been made to ensure the accuracy of the information within this SOP. The document will be housed at the [*location/website*].

Table of Contents

1   Introduction

Throughout the document, look for text in *italics*. This text is intended to be instructive for completing the SOP and should be removed before the document is finalized.

The Commercial Communications Group (CCG) is the coordinator for the response of commercial communications entities to critical degradation or loss of communications infrastructure within the State of Louisiana and has ongoing responsibilities throughout the preparedness, response, and recovery phases of incident management. Upon activation, the CCG will provide high-level coordination and control of commercial landline, wireless, and satellite communications requests. A list of associated policies and procedures can be found in Appendix D.

2   Mission

When a large-scale critical incident strikes Louisiana, communications are often significantly affected, creating a daunting workload for the Statewide Interoperability Coordinator (SWIC)/Emergency Support Function #2 (ESF2) personnel. A major portion of this workload is coordinating the planning, response, and recovery phases from a communications perspective, including coordination with local, state, and federal government agencies as well as commercial communications entities.

During the 2020 hurricane season and again during the response to Hurricane Ida in 2021, the SWIC/ESF2 experienced a volume of calls from commercial communications partners within the state, all asking for the same information. As a result, the CCG has been formed to bring commercial communications partners into the planning process before an emergency incident and allow them to coordinate with one another during and after an emergency response. Thus, the CCG allows for one-to-many communication from the SWIC/ESF2 to the commercial communications partners and relieves the SWIC's/ESF2's workload during an emergency response.

3   Purpose

The purpose of the CCG is to provide an integrated approach for ensuring commercial communications coordination both before and following a man-made or natural emergency.

The CCG is responsible to:

- Coordinate with commercial vendors to assist in prioritizing the restoration of services.
- Maintain awareness of commercial resources.
- Monitor the status of commercial communications infrastructure.
- Foster information sharing and working relationships with each other and emergency planning representatives.

4   Involved Entities

The CCG includes members in two categories: Planning Team Members and Coordination Team Members. Each category is described below. Members of the CCG include agencies, entities, and organizations, each of which will designate a representative to the CCG.

4.1 Planning Team Members

Definition: Planning Team Members are government agencies that are involved in the group as part of the planning process for response to emergency incidents. Each member agency will designate a representative to attend meetings.

Expectations: Planning Team Members will be expected to have a designated representative present at all planning meetings each year. The designated representative should be an individual with relevant technical skills and knowledge to guide the group, while also holding a position within the agency that allows them to have a broad view of the policies, procedures, and nuances involved in the agency's coordination with others.

4.2 Coordination Team Members

Definition: Coordination Team Members are commercial communications entities that are involved in the group as part of the planning process and for coordination purposes immediately before, during, and after emergency incidents, when activated. Each member organization will designate a representative to attend meetings and respond upon activation.

Expectations: Each Coordination Team Member organization is expected to have a designated representative present at all planning meetings and who will respond upon activation of the CCG immediately before, during, and after an emergency incident. Coordination team members will act at the direction of the SWIC/ESF2.

Each Coordination Team Member will provide updated representative contact information each calendar year in July.

4.3 Member List

This section contains a list of the current member organizations of the CCG. Each member organization will designate a representative to attend meetings of the CCG. CCG member and representative contact information can be found in Appendix A.

4.4 CCG Lead

The Louisiana SWIC/ESF2 will lead the CCG during planning and normal operations. Upon activation of the CCG, the SWIC/ESF2 will designate a leader for the group.

4.5 Planning Team Members

- Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)
- Department of Homeland Security, Cybersecurity and Infrastructure Security Agency, Emergency Communications Division (DHS/CISA/ECD)
- Federal Emergency Management Agency (FEMA)
- FEMA Region 6 Regional Emergency Communications Coordination Working Group (RECCWG)
- Federal Communications Commission (FCC)
- Department of Commerce – First Responder Network Authority (FirstNet.gov)

4.6 Coordination Team Members

- Cisco Tactical Operations (TACOPS)
- Institute of Electrical and Electronics Engineers, Inc. (IEEE) Mobile Outreach Vehicle (MOVE)
- Association of Broadcasters
- Verizon
- AT&T
- AT&T FirstNet (FirstNet.com)
- T-Mobile
- Dish Network
- Cox
- Rev
- Uniti

5   Process

Meeting Schedule: The CCG will meet at least semiannually, once in September and once in December of each year, in addition to any activation that may occur during emergency incidents.

Emergency Incident Activation: Activation of the CCG will be at the discretion of the SWIC/ESF2. In all cases, the SWIC/ESF2 will notify Coordination Team Members of the possibility of activation as early as is feasible depending upon the nature of the incident.

Levels of Activation: The CCG will be activated at the level called for by the incident that is occurring.

The levels of activation include:

Level 4: Normal Operations

Level 3: Daytime / single shift support – activation does not require or call for an in-person or round-the-clock response. Rather, the member representatives will make themselves available for contact during a single shift, during normal business hours, or during the daytime on a weekend day.

Level 2: 24-hour support – activation does not require or call for an in-person response. However, round-the-clock support is called for given the severity or risk of communications degradation or loss.

Level 1: Full-scale, on-site activation – member representatives are to respond to the State Emergency Operations Center (SEOC) to provide in-person support.

Logistics Considerations: Upon a Level 1 activation of the CCG:

- Working space for CCG members will be provided by GOHSEP. (See Appendix B for a Map of the GOHSEP campus and deployment instructions).
- Food may be provided by GOHSEP or related entities; however, this is not guaranteed, and the decision will be made on a case-by-case basis.
- Travel (e.g., inbound, and outbound flights, land vehicles, boats) must be provided by the CCG member.
- Housing accommodation must be provided by the CCG member.

Appendix C contains a list of logistic resources and references.

Appendix A   Contact List

It is recommended that this list contain, in addition to any individual representative email/phone information, generic position, agency, or organization email/phone information that can be used to contact the member organization in case the representative information is out of date.

Name	Agency	Phone#	24/7#	Email
Jacob Chatfield	GOHSEP	225-358-5521		jacob.chatfield@la.gov

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Appendix B   GOHSEP Campus Map & Photo
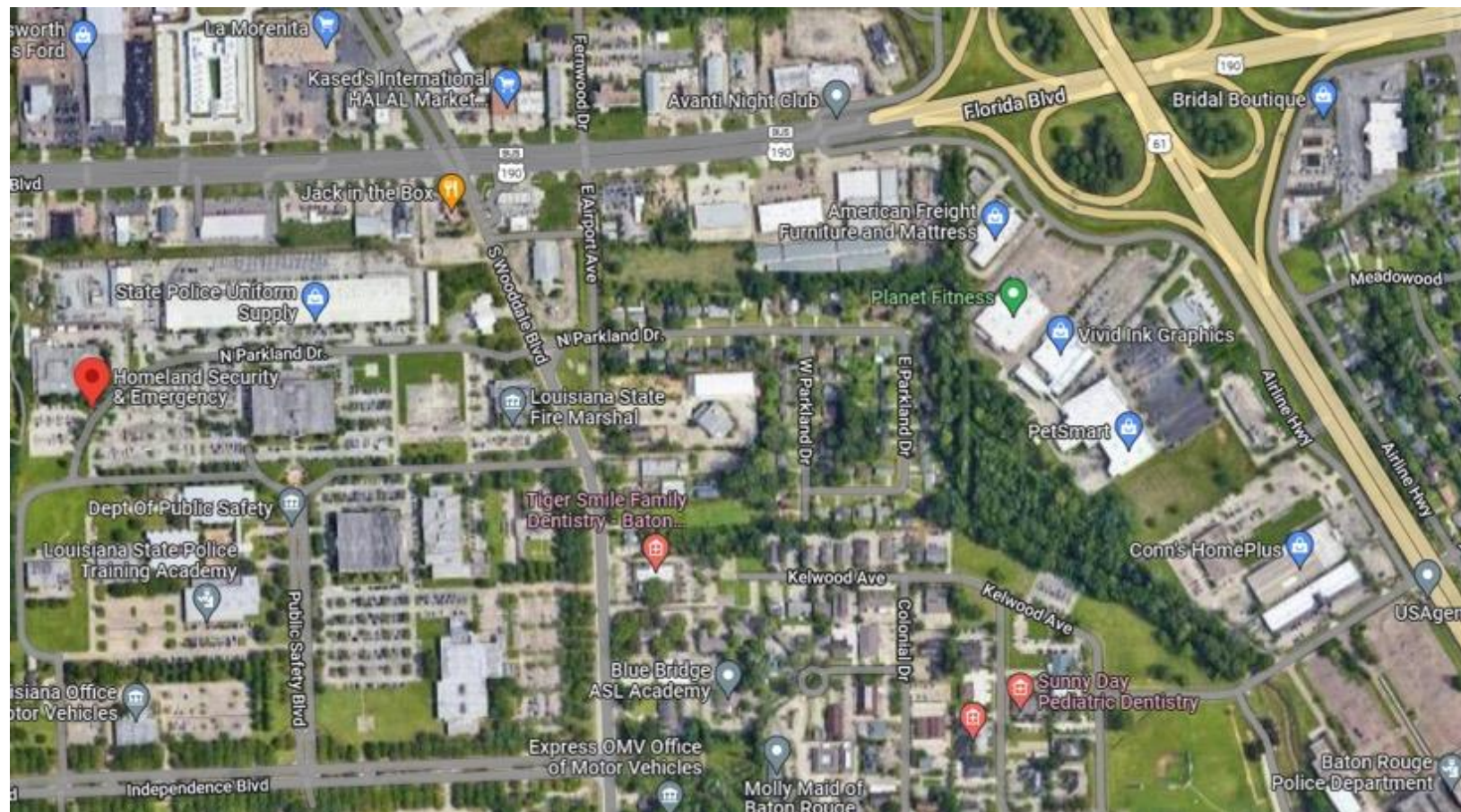
GOHSEP Address: 7667 Independence Blvd., Baton Rouge, LA 70806

Note: this address will get you to the campus where the GOHSEP office is located, but your navigation device will lead you to the Louisiana State Police Training Academy. From that building, the GOHSEP office is west and north. Look for the communications tower in the image above. You will have to work your way around the parking lots to get to the parking lot for the correct building (see the map image above where the red pin marks the entrance to the building). The Global Positioning System (GPS) coordinates, below, point to the exact GOHSEP office building.

GOHSEP Building GPS Coordinates: 30.449800537132138, -91.1087497454728

Upon Arrival:

1. Park in the lot directly in front of the GOHSEP building.
2. Enter through the door on the South side of the building.
3. If you do not have a badge to get you into the building, then a desk attendant should be able to help you.
4. If no one is at the desk to assist, call 225-358-5521 or 225-925-7500.

Appendix C Logistic Resources and Reference Gateways

Get this information from your relevant ESF Function or group within the SEOC that handles these issues. They can then be responsible for keeping that information updated and you will only have to remember to add it here.

- **Road conditions:** https://511la.org/
- **Airport conditions:**
  - o **New Orleans:** https://flymsy.com/
  - o **Baton Rouge:** https://www.flybtr.com/

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Appendix D Associated Policies and Procedures

This list will need to be populated and may need to be revised several times to include the appropriate information. Eventually, the items in this list should become footnotes or references within the text of the document where they are relevant; however, to build the list, they will remain here until the list is almost complete. Include hyperlinks where they and appropriate and available.

- Louisiana H-Hour Timeline
- Integrated Public Alerts and Warning System (IPAWS) Policy and SOP
- State of Louisiana Emergency Operations Plan

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Appendix E Glossary of Acronyms and Terms

Item/Acronym	Definition
CCG	Commercial Communications Group
CISA	Cybersecurity and Infrastructure Security Agency
DHS	Department of Homeland Security
ECD	Emergency Communications Division
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FirstNet	First Responder Network Authority
ESF2	Emergency Support Function #2
GOHSEP	Governor's Office of Homeland Security and Emergency Preparedness
GPS	Global Positioning System
IEEE	Institute of Electrical and Electronics Engineers, Inc.
IPAWS	Integrated Public Alerts and Warning System
MOVE	Mobile Outreach Vehicle
RECCWG	Regional Emergency Communications Coordination Working Group
SEOC	State Emergency Operations Center
SOP	Standard Operating Procedure
SWIC	Statewide Interoperability Coordinator
TACOPS	Cisco Tactical Operations

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